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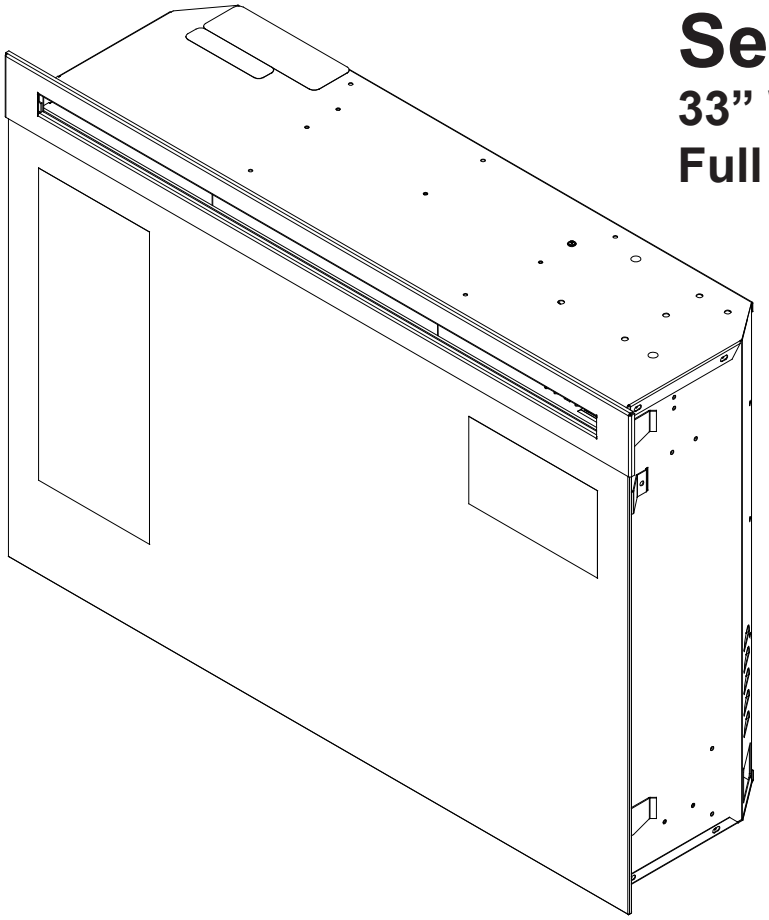

Service Manual

33” Wide Screen Fireplace with Full Feature Remote Control

Model Number

DF3033ST
DCF44GS
DFG3033

UL Part Number

6905060159 to 0359

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

REV	PCN	Date
00	11534	Jul 22, 09
01	11622	Sep 11, 09
02	12974	Aug 31, 11
03	13181	Feb 14, 12

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Always use a qualified technician or service agency to repair this fireplace.

! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

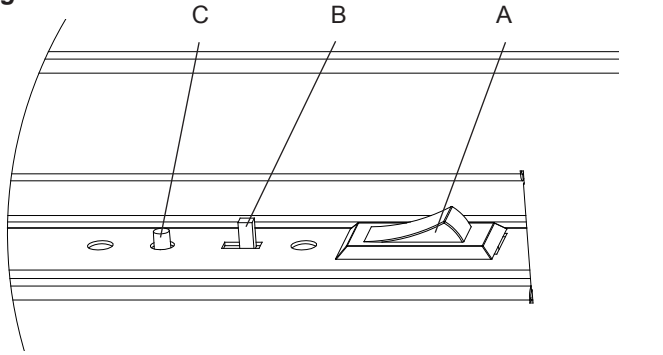
⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

Operation

Electric Fireplace Manual Control

The manual controls for the fireplace are located in the upper right hand corner (Figure 1).

Figure 1



A. On/Off Switch

Supplies power to the 3-Position Switch.

B. 3-Position Switch

Remote (left position): The unit is operated with the remote control.

Flame (center position): The flame effect is turned on.

Flame & Heat (right position): The flame effect and heater are turned on simultaneously. When the manual control is in the **Flame & Heat** position the heater does not run on the remote operated thermostat.

! **NOTE:** When the 3-position switch is in the **Flame** or **Flame & Heat** positions, the fireplace unit will not operate with the remote control.

C. Initialization Button

Used to synchronize the remote control with the fireplace.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic switch will turn the heater off and it will not come back on without being reset. The temperature cutoff switch can be reset by unplugging the unit, waiting five (5) minutes and plugging the unit back in.

⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-888-346-7539 for technical support. Please have your model and serial number ready when calling.

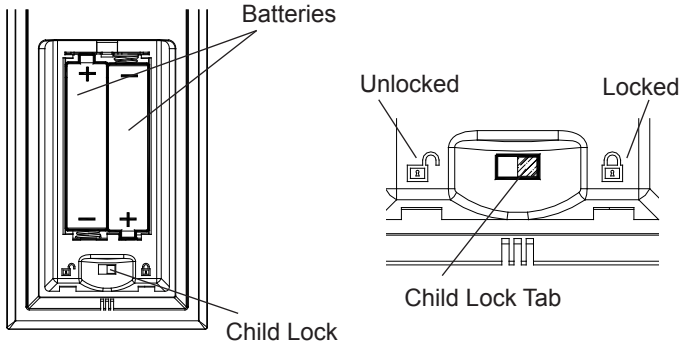
Remote Control

The remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with 243 independent frequencies to prevent interference with other units.

Battery Installation

1. Depress tab on the battery cover on the back of the remote control and remove battery cover (Figure 2).
2. Install two (2) AAA batteries into the remote control (included).
3. Ensure child lock is in the “unlocked” position (Figure 2).
4. Replace the battery cover.

Figure 2



! **NOTE:** When the “BAT” symbol is present on the remote control it is recommended to replace the batteries promptly, to maintain full functionality of the remote/ fireplace. The remote control has a battery backup time of only several hours.

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Initializing/Reprogramming the Remote Control

1. Plug cord into 120 Volt wall outlet.
2. Ensure the On/Off Switch located in the switch box on the fireplace in the upper right hand corner is in the ▬ ON position (Figure 1A).
3. Set the 3 Position Manual Control (Figure 1B) to the **Remote** position (left position).
4. Press and hold the Initialization Button on the unit (Figure 1C).
5. While holding the Initialization Button, press the Flame/ Heat On/Off ⏻ button on the remote control.
6. Release the Initialization Button on the unit.
7. Press the Flame/Heat On/Off button ⏻ to turn the Flame/Heat function on.

Frequency Interference

If the fireplace does not respond properly to the remote control, the remote operating frequency may have to be reset. The remote control can send another frequency code to the remote control receiver to eliminate interference.

① Simultaneously press the “**Temperature Down**” button and the “**Flame Speed Down**” button on the remote control (Figure 3).

② “**COD**” will appear in place of the sleep timer digits.

③ Release the “**Temperature Down**” button and the “**Flame Speed Down**” button.

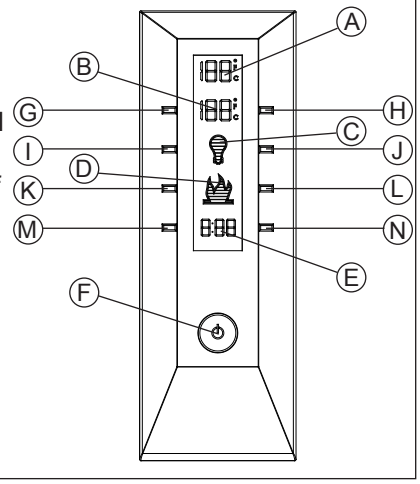
④ Press the Initialization Button on the unit (Figure 1C).

⑤ Press the Flame/Heat On/Off Button ⏻ button on the remote.

Your remote will now have a different frequency communicating with the fireplace.

Figure 3 - Remote Control Functions

A. Room Temperature
B. Set Temperature
C. Dimmer
D. Flame Speed Control
E. Sleep Timer
F. Flame & Heat On/Off
G. Temperature Down
H. Temperature Up
I. Dimmer Down
J. Dimmer Up
K. Flame Speed Down
L. Flame Speed Up
M. Sleep Timer Down
N. Sleep Timer Up



Remote Control Functions

(All letter references are to Figure 3)

B. Set Temperature

Press **F** button ⏻ to turn fireplace on.

Press **H** to raise thermostat.

Press **G** to lower thermostat.

Press both **H** and **G** to change °F to °C.

C. Dimmer

Press the **F** button ⏻ to turn the Flame/Heat on.

Repeatedly press the **J** or **I** button to decrease or increase the brightness of the upper lights.

D. Flame Speed

Press the **F** button ⏻ to turn the Flame/Heat on.

Press the **L** button to increase the speed of the flame.

Press the **K** to decrease the speed of the flame.

E. Sleep Timer

The Sleep Timer automatically shuts off the fireplace after a preset time (from 30 minutes to 8 hours).

Press the **F** button ⏻ to turn the fireplace on.

To set the sleep timer press the **N** button.

Set the timer from 30 minutes through 8 hours. The fireplace will automatically turn off when the sleep timer reaches zero (0) minutes.

The Sleep Timer can be cancelled at any time by pressing the **M** button repeatedly until the sleep timer displays nothing.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

F. Flame & Heat On/Off Button

Press the **F** button ⏻ to turn the Flame/Heat function on. When **B** is higher then **A** the heat will come on. To turn the heat off, lower the **B** so that it's setting is lower then the **A**. The default temperature setting is 72°F (22°C).

! NOTE: When using the remote control the heater runs on a thermostat. Press the **H** or **G** buttons to adjust the set temperature. Once the desired set temperature is reached the heater will turn off. The heater will cycle on and off to maintain the desired set temperature.

Disable Heat

If desired, depending on the season, the heater on the unit can be disabled. The unit will operate in the same fashion, with remainder of the controls.

To Disable - Press **M** and **H** at the same time. The temperature setting on the remote will no longer be visible.

! NOTE: The heat will not work in manual controls either.

To Enable - Press **I** and **K** at the same time. The temperature setting will now be visible again.

Child Lock (Figure 2)

1. Depress tab on the battery cover on the back of the remote control and remove the battery cover (Figure 2).
2. Move **Child Lock** tab to the right to lock the remote control.
3. Move **Child Lock** tab back to the left to unlock the remote control.
4. Replace the battery cover.

! NOTE: To temporarily unlock the remote control press (in order) **G** then **H** then **I**.

When the remote control's backlight is illuminated the **Child Lock** is bypassed. When the backlight is off the **Child Lock** is re-activated.

Maintenance

Light Bulb Replacement

Allow at least five (5) minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log ember bed exterior disappears. There are three (3) bulbs under the log set, which generate the flames and embers, and two (2) bulbs above the log that illuminate the log exterior.

Lower Light Bulb Requirements

Quantity of three (3) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating. Example: GE 60BC or Philips 60 CTC.

Do not exceed 60 Watts per bulb.

Helpful Hints: It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs. Care must be taken when removing the log set as the log set contains LED's and wires.

To access the lower light bulb area:

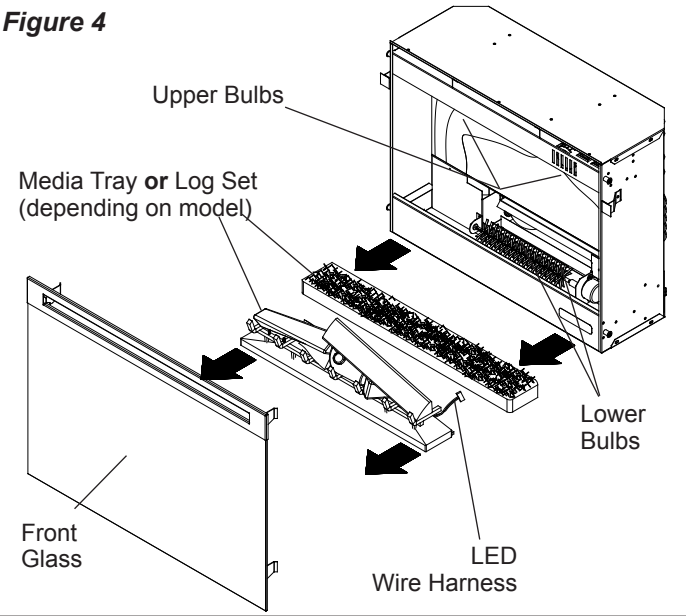
1. Remove front glass assembly.
2. Pull the front edge of the plastic ember bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the Partially Reflective Glass (Figure 10).

! IMPORTANT: Only handle the log set by the ember bed.

! NOTE: Log set fits tightly into firebox, some force may be necessary to remove.

3. Set log set in front of fireplace.
4. Disconnect the log set LED wire harness from unit.

Figure 4



5. Gently pull the flicker rod to the right as far as possible into the rubber bushing on the flicker motor shaft (Figure 9).
6. Unscrew bulbs counter clockwise.
7. Insert new bulbs.
8. Reconnect the log set LED wire harness.
9. Install the log set by placing the front, bottom edge of the ember bed in the track behind the front panel. Once in place, push down on the back edge of the ember bed until the rear tab snaps into place under the Partially Reflective Glass (Figure 10).

! NOTE: Ensure the log set is installed tightly under the back ledge to prevent light leakage.

10. Replace glass assembly.

Upper Light Bulb Requirements

Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 15 Watt rating.

Do not exceed 15 Watts per bulb.

To access the upper light bulb area:

1. Remove front glass assembly.
2. Upper bulbs are located in the upper left and upper right corners of fireplace (Figure 8).
3. Remove the upper light cover for each bulb (two (2) Philips screws each).
4. Unscrew bulbs counter clockwise.
5. Insert new bulbs.
6. Re-install upper light bracket.
7. Replace glass assembly.

Glass Cleaning

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

Figure 5 Exploded view to show detail

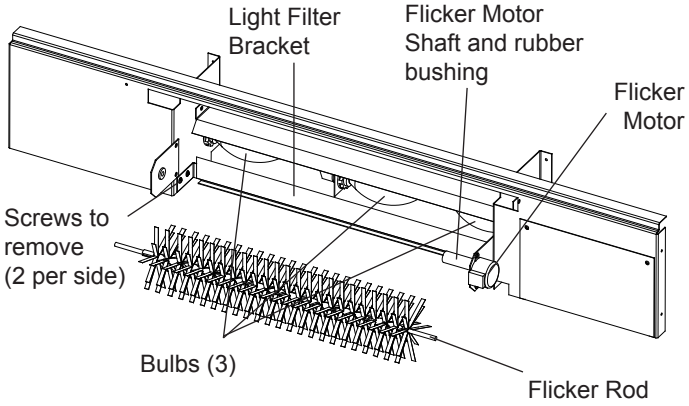
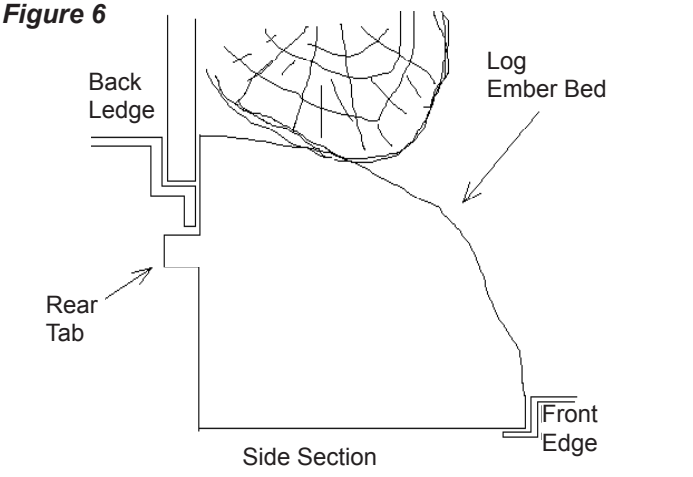


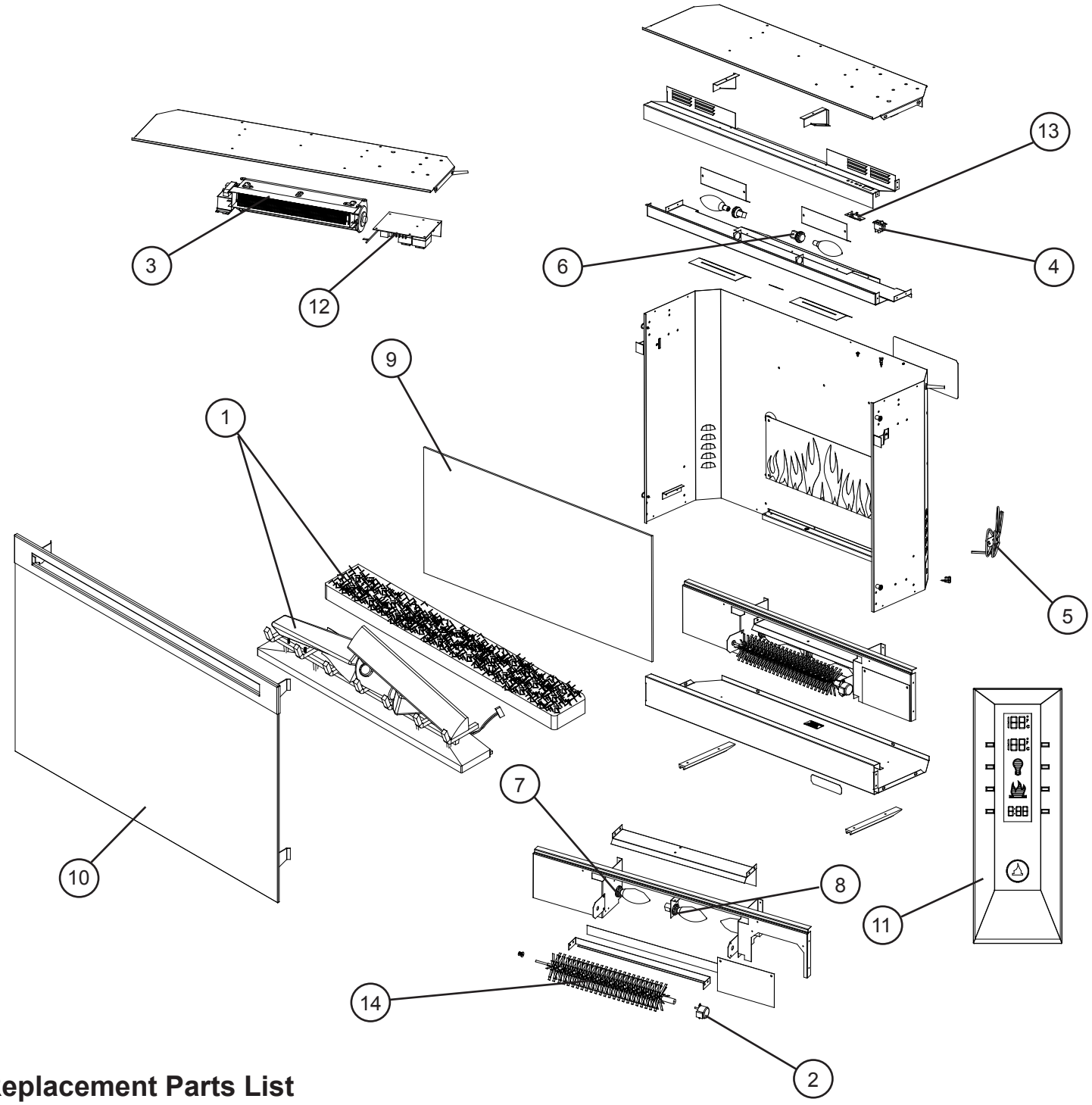
Figure 6



Fireplace Surface Cleaning

Use a cloth dampened with warm water only to clean painted surfaces of the electric fireplace. Do not use abrasive cleaners.

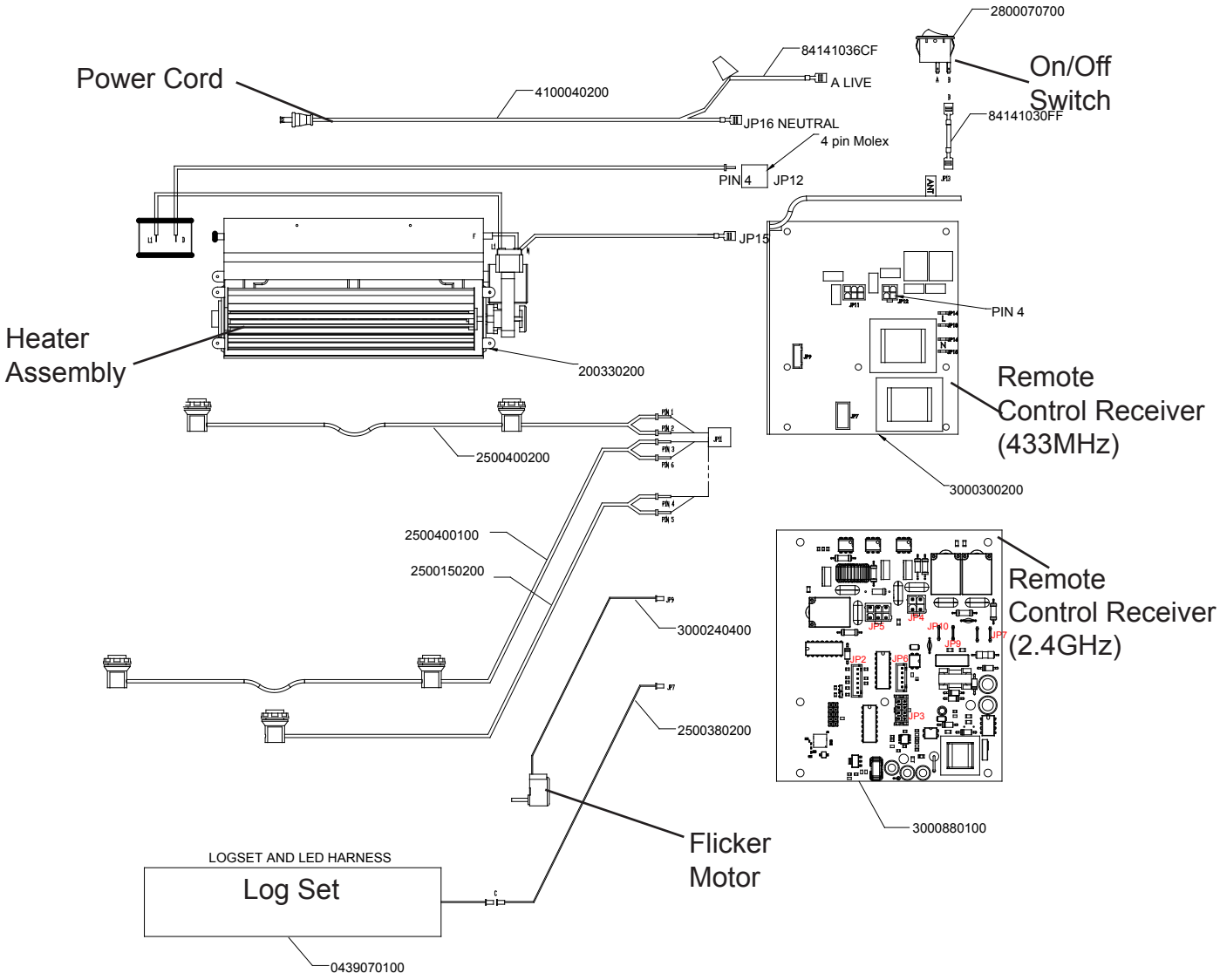
Exploded Parts Diagram

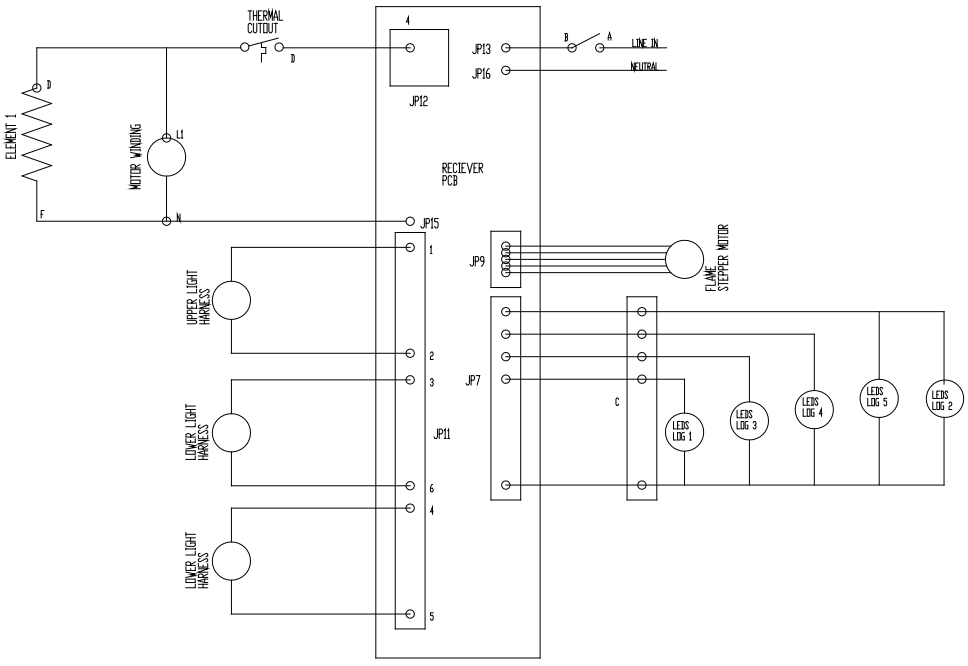


Replacement Parts List

1. 30” Urethane Log Set 0439070100RP
   DFG3033 - Media Tray 0440410100RP
2. Flicker Motor 3000240200KIT
3. Heater Assembly (with cutout) 2000330200RP
4. On/Off Switch 2800070200RP
5. Power Cord 4100040300RP
6. Upper Light Harness 2500400500RP
7. Lower Light Harness (outer pair) 2500400300RP
8. Lower Light Socket (center) 2500150300RP
9. Partially Reflective Glass 5900910100RP
10. Front Glass with trim 1015270159RP
    DCF44GS - Front Glass with trim 6905870200RP
11. Remote Control
    433MHz (Silver Dimplex Logo) 3000300100RP
    2.4GHz (Red Dimplex Logo) 3001070100RP
12. Remote Control Receiver
    433MHz (Silver) 3000300200RP
    2.4GHz (Red) 3000880100RP
13. Remote Switchboard 3000300300RP
14. Flicker Rod 5901250100RP
15. Wire Harness - Receiver to Logset 2500380200RP
16. Glass Rock Media 1400070100RP

Wiring Diagram





Partially Reflective Glass Replacement

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Slide fireplace out from mantel.
2. Remove front glass assembly (glass lifts off).

CAUTION: Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Pull the front edge of the plastic Ember Bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the Partially Reflective Glass.

IMPORTANT: Only handle the Log Set by the Ember Bed.

NOTE: Log Set fits tightly into firebox, some force may be necessary to remove.

4. Set Log Set in front of fireplace.
5. Disconnect the Log Set LED wire harness from unit.
6. Loosen but do not remove the two (2) Philips screws that clamp the Partially Reflective Glass in place, and swivel down so that the clamp clears the edge of the Partially Reflective Glass (Figure 7).
7. Push the Partially Reflective Glass out from behind to clear the frame and remove.
8. Insert replacement Partially Reflective Glass top end first and lay the bottom end gently in the bottom track of the frame.
9. Swivel the clamps back into place. Tighten clamps and reassemble fireplace in reverse order as described above.

On/Off Switch Replacement

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Figure 7

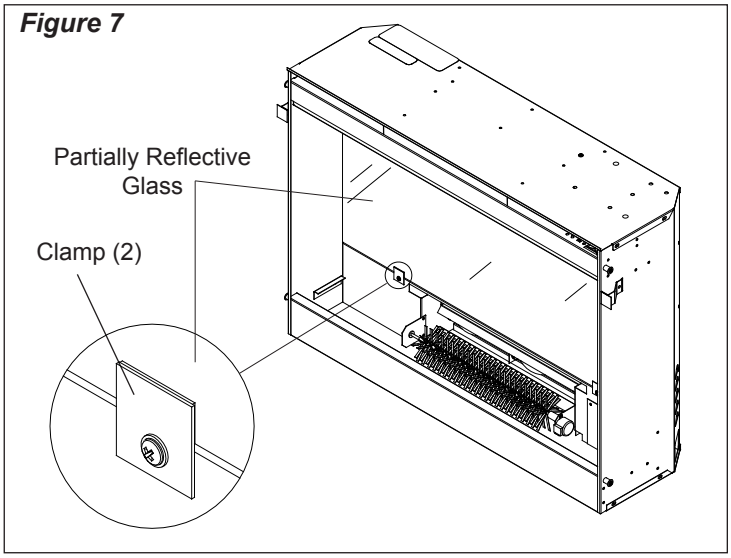
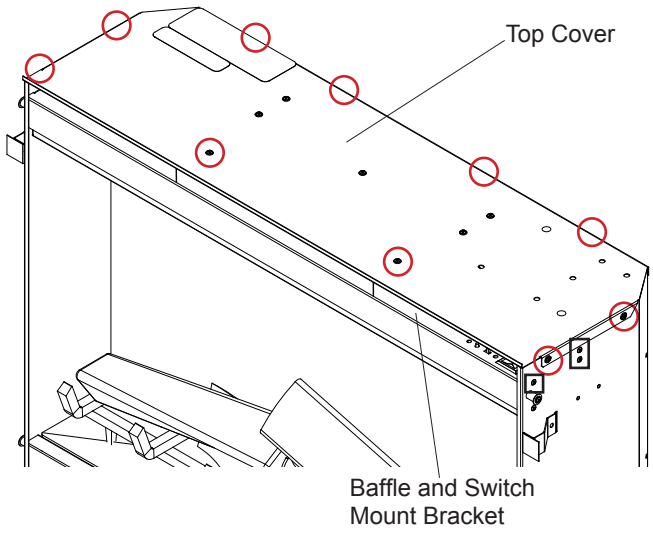


Figure 8



○ - Screws To Remove for Top Cover
□ - Screws to Remove for Baffle (3 per side)

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Remove the firebox from the mantel.
2. Remove front glass assembly (glass lifts off).

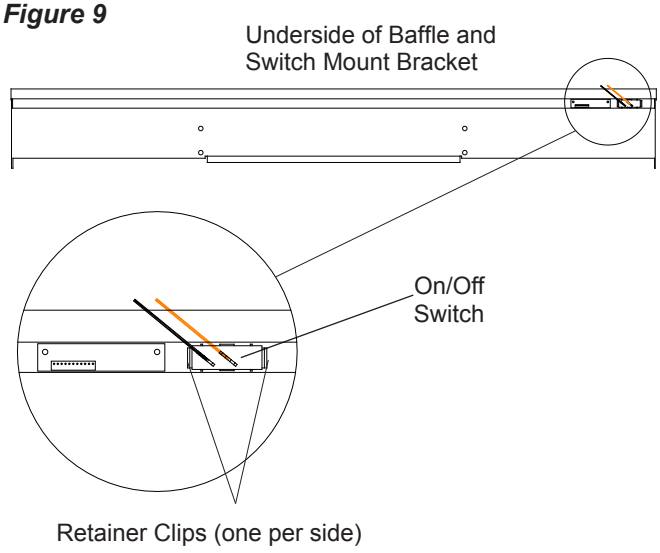
CAUTION: Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

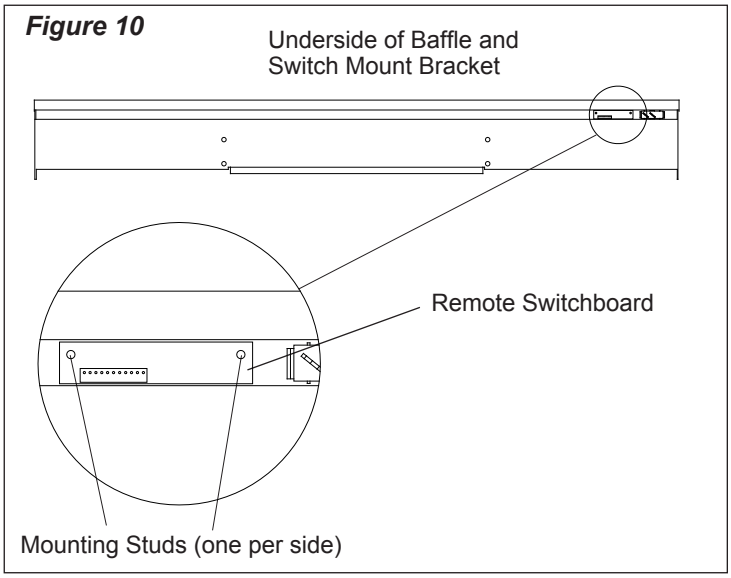
3. Remove the 10 screws that fasten the top cover to the rest of the firebox. There are: two (2) screws on each side along the top edge; four (4) screws on the back along the top edge, and two (2) screws on the top of the fireplace (see Figure 8).
4. Flip the top panel over and rest it on the top of the fireplace, across the rear half of the unit.

CAUTION: Use caution when flipping top panel over as there are components attached to the top panel which are wired to the internal cavity of the fireplace.

5. Referring to Figure 8, remove the three (3) Philips screws on each side of the fireplace to release the Baffle

Figure 9





and Switch Mount Bracket (six (6) screws in total).

6. Flip the Baffle and Switch Mount Bracket over and rest it across the front half of the fireplace.
7. Locate the On/Off Switch mounted on the underside of the Baffle panel on the right side (Figure 9) and disconnect the two (2) wiring clips noting their original locations.
8. Depress the two (2) retainer clips on the sides of the switch and push the switch out of the bracket.
9. Properly orient the new switch and the wiring clips as before.
10. Reassemble in the reverse order as above.

Remote Switchboard Replacement

⚠ **WARNING:** If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Remove the firebox from the mantel.
2. Remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the 10 screws that fasten the top cover to the rest of the firebox. There are: two (2) screws on each side along the top edge; four (4) screws on the back along the top edge, and two (2) screws on the top of the fireplace (see Figure 8).
4. Flip the top panel over and rest it on the top of the fireplace, across the rear half of the unit.

⚠ **CAUTION:** Use caution when flipping top panel over as there are components attached to the top panel which are wired to the internal cavity of the fireplace.

5. Referring to Figure 8, remove the three (3) Philips screws on each side of the fireplace to release the Baffle and Switch Mount Bracket (six (6) screws in total).
6. Flip the Baffle and Switch Mount Bracket over and rest it across the front half of the fireplace.
7. Locate the Remote Switchboard mounted on the underside of the Baffle panel on the right side (Figure 10) and disconnect the white wire harness that leads to the remote control receiver.
8. The Remote Switchboard is fastened to the underside of the Baffle and Switch Mount Bracket by two (4) mounting studs, one on each side (Figure 10). Squeeze both mounting stud's clasp to release and remove the Switchboard.
9. Properly orient the new Remote Switchboard, snap onto the mounting studs and reconnect the wire harness as before.
10. Reassemble in the reverse order as above.

Flicker Motor/Flicker Rod Replacement

⚠ **WARNING:** If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Slide fireplace out from mantel.
2. Remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Pull the front edge of the plastic Ember Bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the Partially Reflective Glass.

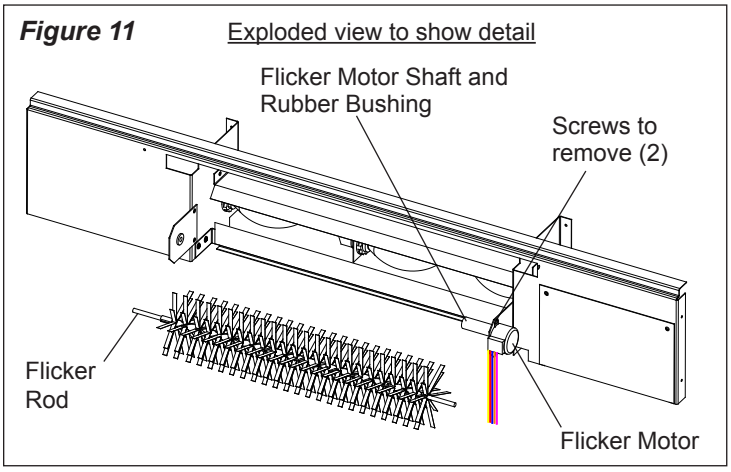
! **IMPORTANT:** Only handle the Log Set by the Ember Bed.

! **NOTE:** Log Set fits tightly into firebox, some force may be necessary to remove.

4. Set Log Set in front of fireplace.
5. Disconnect the Log Set LED wire harness from unit.

! **NOTE:** When removing the Flicker Rod, damage may occur if bent excessively. If the Flicker Rod is damaged, replace to insure proper operation.

6. Gently pull the Flicker Rod to the right as far as possible into the rubber bushing on the Flicker Motor shaft

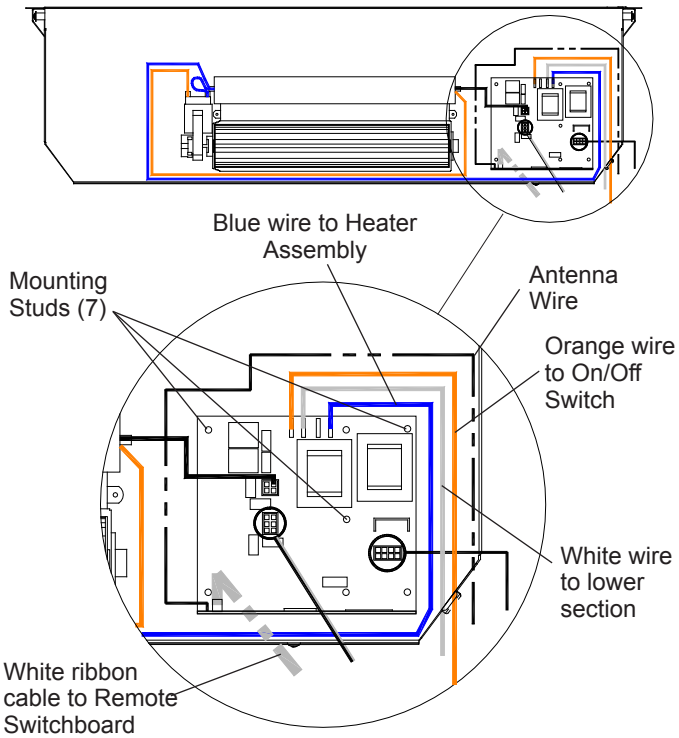


(Figure 11).

! **NOTE:** When removing the Flicker Rod, damage may occur if bent excessively. If the Flicker Rod is damaged, replace to insure proper operation.

7. Cautiously bend the Flicker Rod enough so that the remaining end of the Flicker Rod clears the plastic bushing on the left (Figure 11).
8. Remove Flicker Rod (replace and reassemble if Flicker Motor does not need to be changed at this point).
9. Before removing the Flicker Motor, cut the Flicker Motor wires (five (5) in total) close to the Flicker Motor end with wire cutters.
10. Remove the rubber bushing from the motor shaft by applying needle nose pliers to the motor shaft and twist the rubber bushing off of the motor shaft.
11. Remove the motor by unscrewing the two (2) Philips screws that attach the motor to the mounting bracket (Figure 11).
12. Discard old Flicker Motor.
13. Pick up new Flicker Motor and cut wire leads to 3 1/2 inch long with wire cutters. Using one of the supplied wire connectors from the Replacement Part Kit, place one (1) yellow wire from the new Flicker Motor and the yellow wire cut in step 9 into each terminal.
14. Secure the wire connector by crimping the 3M symbol with pliers. Pull on end of wires to ensure a strong connection.
15. Repeat the process for the four (4) remaining wires. ENSURE THAT ALL WIRES ARE PAIRED BY COLOUR IN EACH CONNECTOR.
16. Properly orient and secure the replacement Flicker Motor to the bracket with screws removed in step 9.
17. Replace rubber bushing on motor shaft.
18. Replace Flicker Rod.
19. Reassemble firebox in reverse order as above and replace in mantel.

Figure 12


Blue wire to Heater Assembly
Mounting Studs (7)
Antenna Wire
Orange wire to On/Off Switch
White wire to lower section
White ribbon cable to Remote Switchboard

Remote Control Replacement

Remote Control require no replacement procedure however, a re initialization procedure may need to be followed. Refer to Page 3 for the Remote Control Initialization procedure.

⚠ **WARNING:** If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Remove the firebox from the mantel.
2. Remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

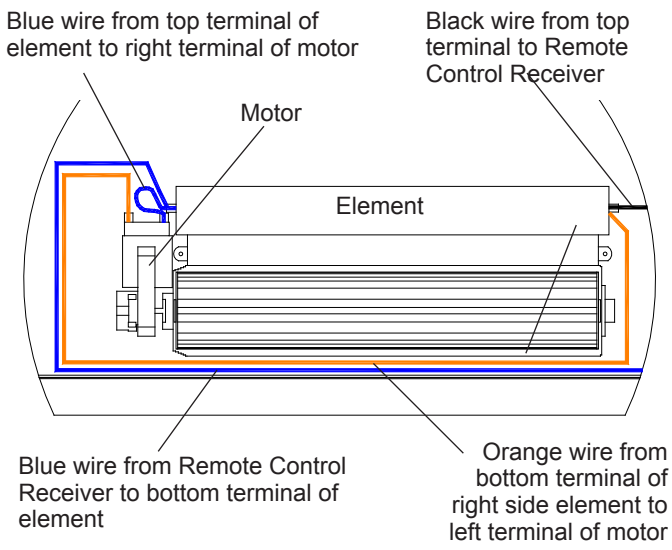
3. Remove the 10 Philips screws that fasten the top cover to the rest of the firebox. There are: two (2) screws on each side along the top edge; four (4) screws on the back along the top edge, and two (2) screws on the top of the fireplace (see Figure 8).
4. Flip the top panel over and rest it on the top of the fireplace.

⚠ **CAUTION:** Use caution when flipping top panel over as there are components attached to the top panel which are wired to the internal cavity of the fireplace.

5. Locate the Remote Control Receiver on the right side of the upturned top panel (Figure 12).
6. Remove the one (1) blue, one (1) orange, one (1) white wire leads and three (3) cable connectors from the Remote Control Receiver as shown in Figure 15, noting their original locations.

! **NOTE:** On older receivers there is a Antenna Wire which is permanently attached to the fixed daughter card of the Remote Control Receiver (Figure 12). Do not attempt

Figure 13


Blue wire from top terminal of element to right terminal of motor
Black wire from top terminal to Remote Control Receiver
Motor
Element
Blue wire from Remote Control Receiver to bottom terminal of element
Orange wire from bottom terminal of right side element to left terminal of motor

to remove. On newer receivers the antenna is built into the board.

7. The Remote Control Receiver is fastened to the underside of the top panel by seven (7) Mounting Studs, one (1) in each corner, and three (3) down off center as shown in Figure 12. Either squeeze each mounting stud's clasp to release, or use side cutters to cut and remove each of the Mounting Studs on the board.

! NOTE: If mounting studs are cut, replacement mounting studs will need to be inserted through the top panel. Replacement Mounting Studs are supplied.

8. Clear both ends of each cut Mounting Stud from the control board and the top panel.
9. Properly orient the new Remote Control Receiver and re-connect all of the wiring connections (refer to notes taken in step 6 and Figure 12).
10. Reassemble in the reverse order as above.

Heater Assembly Replacement

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Remove the firebox from the mantel.
2. Remove front glass assembly (glass lifts off).

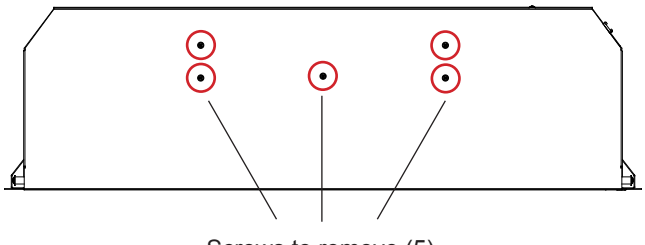
CAUTION: Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the 10 screws that fasten the top cover to the rest of the firebox. There are: two (2) screws on each side along the top edge; four (4) screws on the back along the top edge, and two (2) screws on the top of the fireplace (see Figure 8).
4. Flip the top panel over and rest it on the top of the fireplace.

CAUTION: Use caution when flipping top panel over as there are components attached to the top panel which are wired to the internal cavity of the fireplace.

5. Locate the Heater Assembly in the center of the upturned top panel (Figure 13).
6. Disconnect all six (6) wire connections on the Heater Assembly, noting all of their original positions.
7. Turn the top panel over and while supporting the Heater Assembly and panel in one hand, remove the five (5) heater mounting screws, noting the center screw is of a larger diameter (Figure 14).
8. Separate the Heater Assembly from the top panel.
9. Properly orient the new Heater Assembly and re-connect all of the wiring connections (use Figure 13 as reference).
10. Reassemble in the reverse order as above.

Figure 14



Power Cord Replacement

WARNING: If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver

1. Remove the firebox from the mantel.
2. Turn unit so that the right, rear corner of the fireplace is most accessible.
3. Remove the two (2) Philips screws that fasten the Power Cord Access Panel to the rest of the firebox (Figure 15).
4. Pull the access panel away from the firebox and pull

Figure 15

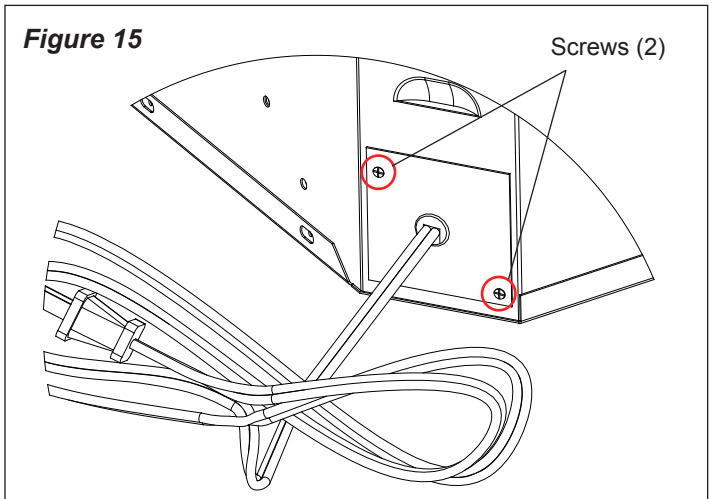
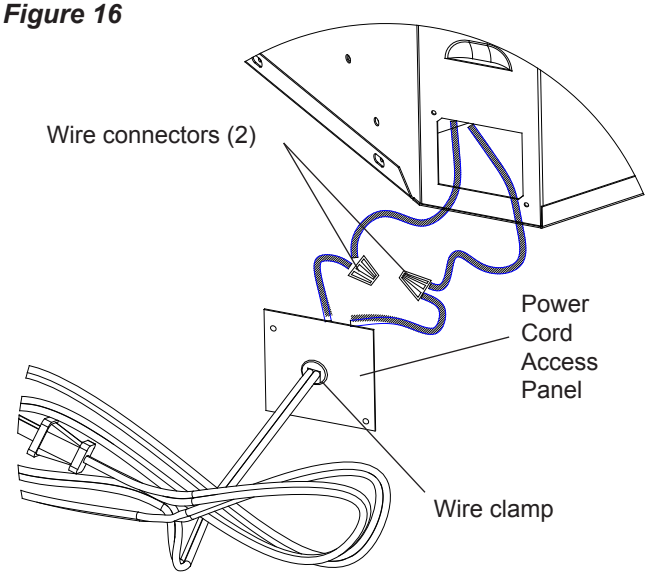


Figure 16



enough slack of power cord from within the firebox to work with. Use caution as the power cord is connected to internal components (Figure 16).

5. Using pliers, squeeze the sides of the plastic wire clamp on the inside of the Access Panel and push it through the panel.
6. Release clamp from power cord.
7. Unscrew the two (2) wire connectors as shown in Figure 16. The power cord is now able to be fed through the access panel and set aside.
8. Feed replacement power cord through opening in the access panel and secure with clamp.
9. The wide blade of the power plug is designed to be live and is connected to the cord side with ridges in the rubber of the cord. Use one of the wire connectors from step 8 to connect this side of the Power Cord with the white live line from the firebox.
10. The other side of the Power Cord will have stamped writing in the rubber sheath. Use the second wire connector from step 8 to connect this side of the Power Cord with the black neutral line from the firebox.
11. Place cord slack back into the firebox chassis and reattach the Power Cord Access Panel with the two (2) Philips screws removed in step 3.
12. Replace firebox back into mantel and plug in.

Lower Light Replacement

⚠ **WARNING:** If unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Tools Required: Phillips head Screwdriver
Wire Cutters

1. Remove the firebox from the mantel.
2. Remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Lay the unit on its back.
4. Remove the 10 screws that fasten the bottom cover to the rest of the firebox. There are: two (2) screws on each side; four (4) screws on the bottom along the front edge, and two (2) screws on the back of the fireplace. The bottom panel is now free to be removed.
5. Locate and remove the three (3) light bulbs out of the light sockets and place them in a safe location.
6. Cut the tie wraps that are holding the protective covering on the wires that run along the back of the fire box.
7. Remove the retaining ring from the light sockets, that are being removed and replace sockets with new sockets.
8. With the wire cutters cut the connecting wire on the original wire sockets, in the right hand corner, near where the power cord is located. Strip 1/2” off of the end of the wire ends that run to the top of the firebox.
9. Connect the stripped wires with the wires from the new light sockets, using an appropriate wire connector (customer supplied).
10. Wrap all of the wires together with the protective covering and secure with tie wraps.
20. Reassemble firebox in reverse order as above and replace in mantel.

Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote Control has a similar frequency to other remotes in the area.	Change the frequency of the Remote Control - See Operation Section.
	Radio frequency disturbance from outside sources.	Change the frequency of the Remote Control - See Operation Section.
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Receiver
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power Cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective Power Cord	Replace Power Cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check fuse/breaker panel
	Defective On/Off Switch	Replace On/Off Switch
	Defective Remote Switchboard	Replace Remote Switchboard
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Child lock Enabled (Back light on display not coming on when buttons are pressed)	Disable Child lock, see operation section.
	Remote Control not initialized to fireplace	Initialize the Remote Control
	Loose wiring.	Check wiring connections.
	Remote Control not working	Install new battery into the Remote Control. Initialize Remote Control.
		Replace Remote Control or Remote Control Receiver where necessary. Initialize Remote Control Receiver and Remote Control.
Flame Frozen	Defective Flicker Motor	Replace Flicker Motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective Lower Light Harness	Replace Lower Light Harness
Log set dim, not glowing	Burnt out light bulbs	Replace light bulbs
Flame Shutter	Defective Flicker Motor	Replace Flicker Motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off (Manually)	Improper operation	Refer to Operation Section
	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Remote Control Receiver.
Heater is not turning on (Manually)	Improper operation	Refer to Operation Section
	Heater has been disabled	Refer to Operation Section for instructions to enable heater.
	Loose wiring	Trace wiring in unit
	Defective Heater Assembly	Replace Heater Assembly
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Remote Control Receiver.
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in the Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heater Assembly	Replace Heater Assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Noise		
Excessive noise with the heater on	Dirty Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective Flicker Motor	Replace Flicker Motor